

Seagull Cabinets Quality Standards

Please review this sheet for specifics on the coverage extended in our limited warranty. As mentioned in our warranty, Seagull Cabinets reserves the right to modify this sheet at any time.

Typically, as part of our warranty process we will require visual proof (photo, or video) of defects being claimed under warranty. Seagull may request the item be sent back for physical examination. In more extreme cases, Seagull may send a representative to site to review the defects being claimed. The method of proof required is determined solely by Seagull Cabinets.

All items sent back for return or warranty claim are subject to evaluation by Seagull. Items deemed not defective or ineligible for return will not be eligible for a credit or coverage under our warranty.

Credits for returned items are not given until items arrive in Seagull's facility or adequate proof described above is given and deemed acceptable.

CENTRE PANEL SHRINKAGE

It is expected that natural wood and MDF will expand and contract to some degree, defects cannot be determined until a settling period of 6 months has passed. This allows the product to acclimate to its new environment as doors that shrink or expand initially may adjust back to normal during this period. After the six-month period has passed, any excessive shrinkage should be reported to Seagull as a warranty claim.

- Wood by nature may expand and contract over time. Centre Panels that experience this up to 1/8" in either direction are not considered defective.
- Cabinets should only be kept in areas that are climate controlled. As stated in our warranty, products that are exposed to extreme temperatures or moisture are not covered under our Warranty.

WARPED DOORS

Variances and minimal amounts of warping can be expected in wood and MDF products.

- Doors warped up to 1/4" are not considered defective.
- Moulding and panels are not considered defective unless warping exceeds 2".
- On many occasions, what appears to be warping in a door may be easily resolved by adjusting hinges. Please examine and adjust hinges before proceeding into a Warranty claim. Please contact your Dealer for more information on adjusting hinges.

HINGES AND DRAWER GLIDES

Before determining your hardware as defective, please ensure hinges and glides are installed correctly. For more information on correct installation of hardware, please contact your Dealer.

HAIRLINE CRACKS

Wood and MDF by nature, may experience normal amounts of expansion and contraction. As a result, hairline cracks may occur in painted products.

- Hairline cracks through which no wood is visible, are not considered defects by our Warranty.

GRAINS AND COLOUR VARIANCES

Cabinets should be inspected for any cosmetic defects before being assembled or installed. Once installation or assembly occurs Seagull may no longer be held liable for any variances in colour of new cabinets.

- Stained wood products feature natural grains of varying shades. These characteristics are determined by nature and are in no way considered a product defect.
- A clear coat is applied to the finish which may feature slight variances in shading, evenness, or thickness. This is common and not considered a defect.
- Due to natural differences found in wood, cabinets may vary in colour, texture, and grain. Variances in shade or colour of stained cabinets are expected and not considered a defect.
- Seagull Cabinets will not be held accountable for colour variances due to sunlight, UV light or atmospheric and environmental conditions.

For variances that fall outside of the above noted criteria, please file a warranty claim as per Seagull Cabinet's Limited Warranty and your claim will be reviewed and a determination will be made if the variance is considered a defect.

RTA CABINETS

RTA cabinets that are not assembled by Seagull, will not be covered by Seagull for and assembly related damages.

RETURNS

Seagull Cabinets is committed to providing quality products and excellent customer service and will work with our customers to ensure their satisfaction. However, once a cabinet has been opened and/or assembled, Seagull may not accept a return unless the cabinet falls under the provisions of the Limited Warranty.